

benefits, if the majority of patients use the text message service there is a case for making it the default results service.

This utilisation of relatively new technology has enhanced our ability to communicate with our patients. The majority of our patients own a mobile phone. If, however, a patient does not have a mobile phone then they are able to return to or telephone a clinic less encumbered by traditional methods of results provision. Some patient groups, which may be both more at risk of STI and more receptive to the use of mobile phone technology, include young people, migrants and refugees, and those from poorer socioeconomic groups (with increasing ownership of mobile phones in preference to conventional land lines). The text message results service facilitates the communication of relevant information to patients in a timely manner having a positive impact on individual and public health. The introduction of this service has resulted in improved patient care and a significant saving in staff time.

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CONTRIBUTORS

FMcN sent the text messages, and collected data on patient response times; ASM-J and AS initiated the text message result service in the John Hunter Clinic, analysed the data, and wrote the manuscript; SM assisted in the design and provided statistical analysis of these

results; all authors reviewed the paper and gave final approval of this version.

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